

NORTH CAROLINA DIVISION OF AGING  
and  
\_\_\_\_\_ AREA AGENCY ON AGING

**MONITORING TOOL FOR VOLUNTEER PROGRAM DEVELOPMENT**

Community Service Provider: \_\_\_\_\_  
Review Date: \_\_\_\_\_ State Fiscal Year: \_\_\_\_\_  
Interviewer: \_\_\_\_\_  
Person(s) Interviewed and Title: \_\_\_\_\_

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PROGRAM ADMINISTRATION

Provisions of the Standard

1. The agency providing Volunteer Program Development has conducted and/or updated an annual needs assessment to determine the need for volunteer services within the community. Yes \_\_\_ No \_\_\_  
(Page 2 of the Volunteer Program Development Service Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. If the needs assessment indicated the need for volunteers in the community, then the agency:
- a. developed and maintained a file of potential volunteer opportunities; Yes \_\_\_ No \_\_\_
  - b. designed written job descriptions for each volunteer assignment which include job title, job responsibilities, training or preparation to be provided, time and place of assignment, length of commitment, level of on-the-job supervision and name of supervisor and other pertinent data; Yes \_\_\_ No \_\_\_
  - c. promoted volunteer involvement through use of the media and other appropriate public relations techniques; Yes \_\_\_ No \_\_\_
  - d. interviewed volunteers for assessment of skills and appropriate assignments; Yes \_\_\_ No \_\_\_
  - e. developed written procedures regarding acceptance, denial, or termination of volunteers; Yes \_\_\_ No \_\_\_
  - f. negotiated time commitments from each volunteer for each assignment; Yes \_\_\_ No \_\_\_
  - g. established and maintained a system of recording volunteer hours; Yes \_\_\_ No \_\_\_

- h. provided orientation and training for volunteers prior to or at time of assignment; Yes\_\_\_ No\_\_\_
  - i. provided for supervision of volunteers; Yes\_\_\_ No\_\_\_
  - j. monitored and evaluated volunteer assignment and performance; Yes\_\_\_ No\_\_\_
  - k. provided formal recognition of volunteers; and Yes\_\_\_ No\_\_\_
  - l. developed and maintained personnel files on all volunteers. Yes\_\_\_ No\_\_\_
- (Page 2-3 of the Volunteer Program Development Service Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

3. The agency provides adequate insurance coverage for the volunteers providing volunteer services. Yes\_\_\_ No\_\_\_
- (Page 3 of the Volunteer Program Development Service Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

4. The agency maintains a log of the volunteers and their assignments. The log includes:
- a. the name of the volunteer; Yes\_\_\_ No\_\_\_
  - b. the date of enrollment; and Yes\_\_\_ No\_\_\_
  - c. the volunteer's assignment. Yes\_\_\_ No\_\_\_
- (Page 4 of the Volunteer Program Development Service Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

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Additional Comments: \_\_\_\_\_

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Signature of AAA Administrator/DoA Staff

Date